


Stewards of Change


Human Services 2.0 – InterOptimability

*Client-centered; Family-focused;
Technology-enabled*



Introduction

- **Stewards of Change Founders**
 - Daniel Stein
 - Vernon Brown
- **Presentation Goals**
 - Overview SOC Theory of Change, Conceptual Architecture and Methodology for planning and implementing interoperable systems
 - Summarize SOC national experience including research, national symposia and current implementations
 - Demonstrate applicability of work to the Council's goals
- **Outcome of Presentation**
 - Demonstrate how SOC's conceptual framework and methodologies can assist the Council to achieve its short and long-term goals to create interoperability



SOC Approach

- **Focus On Innovation Over Reform**
- **Scalable and Sustainable Change**
- **Cross Disciplinary**
 - Business, Child Welfare, Human Services, Courts/Legal, Academic, Policy, And Foundations
- **Multi sector**
 - Business, Governmental, And Nonprofits
- **Measurability**
 - Quantitative & Qualitative; ROI and SROI
- **Thought Leadership/Discussion Brokers**
 - Researching and Spreading Best and Next Practices
- **Social Entrepreneurs**
 - A business with a social mission



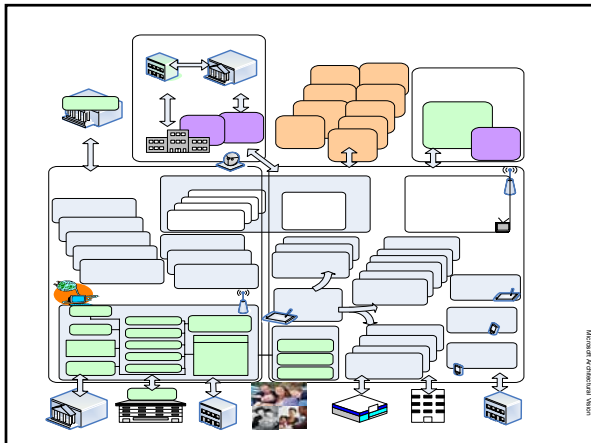
The New York Times

March 2nd, 2008

“Among the factors contributing to the failure of government to protect Mrs. Brewer’s three children, officials said, were privacy regulations.

Police, mental health, child protection, and Family Court officials all had case files on the family Dr. Curtis said, yet none was in communication with workers in other agencies – a problem officials said they would try to remedy.”





Can Silos Be Connected?



Interoperability is the connector!



The Promise Of Interoperability

- The needs of at risk children, families and communities are met quickly, effectively, and efficiently
- Seamless integration across the service delivery chain
- A comprehensive view of the client – with real time, comprehensive information and integrated management
- Processes, systems and tools aligned to improve outcomes, enhance operational efficiency and lower costs
- Applicability and utility for field workers, supervisors and managers



SOC Organizing Principle

$$L \geq C$$

*Learning Must Be Greater Than or
Equal To the Rate of Change Just To
Keep Pace With Your Industry -
No Less Drive Leadership*



SOC National Environmental Scan Situation Assessment Highlights

- Increased focus on reporting, accountability and outcomes
- Useable technology and useful information does not often reach the front line
- Isolated silos don't provide a comprehensive view of the client
- Significant IT illiteracy throughout the field
- Business separated from the technology
 - Disconnect between CIO/CTO and Program Administration
- Lack of a comprehensive, collaborative, holistic vision for human services
- However:
 - Interoperability is reshaping public sector services
 - Stimulus investment will accelerate interoperability



SOC National Conference Series

At The Yale School Of Management

- **Thought leadership around critical issues for human services, health and education**
- **Four conferences since 2005, including over 275 professionals from 27 states:**
 1. *Entrepreneurial Solutions To Child Welfare Challenges*
 2. *Technological Innovation: Creating The New Child Welfare Business Model*
 3. *InterOptimability: Preparing the Child Welfare Field for 21st Century Information Technology Revolution*
 4. *Human Services 2.0 - InterOptimability: from Theory to Practice*



Interoperability Examples

Best Practices Research & Review

- State of Alabama
 - Creating a shared service architecture across state HHS systems with interest by Governor to move incrementally towards interoperability
- Mecklenburg County, North Carolina
 - Designed, built and deployed interoperable HHS system
- Allegheny County, Pennsylvania
 - Integrated Health and Human Services Agency
- Nassau County, New York State
 - "No Wrong Door" Approach under County Department of Human Services

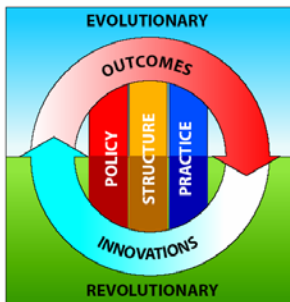
SOC Implementations

- Montgomery County, Pennsylvania
 - Preparing to create interoperable systems under county's Human Services Agency umbrella
- Montgomery County, Maryland
 - Preparing to create interoperable systems under county's Human Services Agency umbrella
- Washington Department of Early Learning
 - Created roadmap for linking early learning to other departments



SOC Theory of Change

Human Services 2.0 - InterOptimability

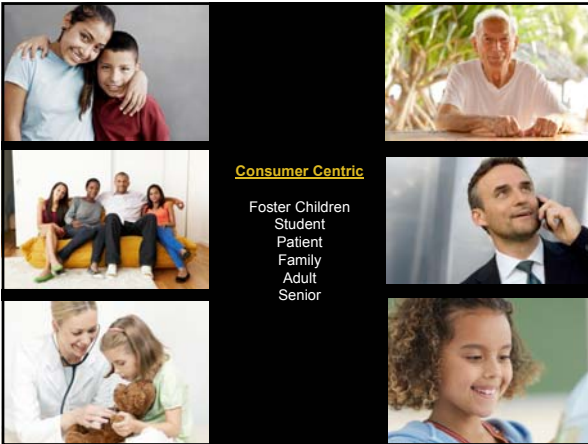


Policy - "The manner in which public and private child welfare and human service organizations define how they will meet market needs to deliver public benefit"

Practice - "The manner in which public and private child welfare and human service deliver services & care, monitor & report results and achieve outcomes"

Structure - "The manner in which public and private child welfare and human service systems are organized around policy and practice goals"







Human Services 2.0: InterOptimability

- **“Human Services 2.0”**
 - ...describes the *To-Be* vision (future state) of a connected and coordinated Human Services, Health and Education System that is customer-centric; family-focused; technology enabled
- **“InterOptimability”**
 -how organizations will *integrate* and *optimize* their capacity to learn about, plan for, and leverage interoperability. It describes the processes for planning, assessing, implementing and measuring interoperability, including:
 - » Change Vision Landscape Maps
 - » Domain Drivers (Policy, Practice, Structure)
 - » Assessments & Maturity Matrices
- **“Conceptual Architecture”**
 - Overlay to Service Oriented Architecture

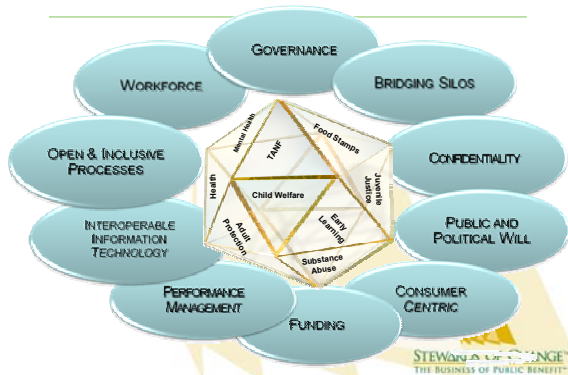
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Human Services 2.0 – InterOptimability

Conceptual Architecture



InterOptimability Drivers



InterOptimability Process

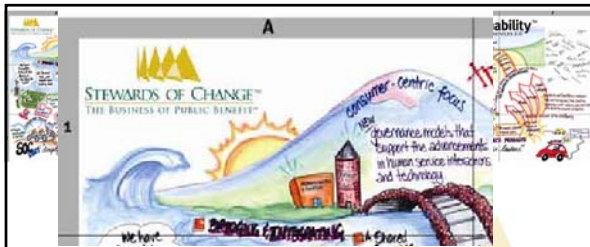
1. Organizational Situation Analysis
2. Introduce HS 2.0 - InterOptimability
3. Create Shared *Change Vision Map*
4. Conduct technology/systems review
5. Assess "As Is" Business Processes
6. Design "To Be" Processes
7. Perform Gap Analysis
8. Develop Roadmap and Action Plan

Segmenting The Vision Map (Phase 2)



Map Section	Description	Drivers	Resources	Video	Blog or Wiki
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Map Section	Description	Drivers	Resources	Video	Blog or Wiki
A1	This is the beginning of the InterOptimability journey. Introduces the concept of a New Governance Model . The model bridges funding streams, information technology and administrative services into a single organization that support varied service silos. This creates economies of scale while focusing service silos on quality of delivery and outcomes.	Consumer Centric Bridging Silos	Bridging Silos HBR article	Paul Bracken Lecture	

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California Situation

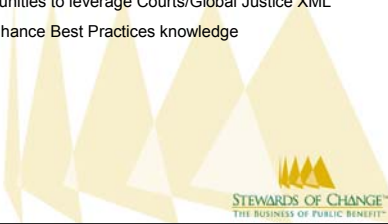
- **The California Blue Ribbon Panel, Child Welfare Council and Data Sub-Committee identified the need to connect HHS information systems to:**
 - Improve children and family outcomes and operational efficiencies
 - Increase reporting capabilities as required by the Federal Government (CFR) and State (ABA636).
 - Increase access and utility of data for case workers and others through better tools that support practice
- **Enhance data sharing and service coordination across the state. Four initial agencies:**
 - California Department of Social Services (CDSS)
 - Health Services (DHS)
 - Education (CDE)
 - Mental Health (DMH)
- **Office of State Chief Information Officer (OCIO) intent is to connect all health, human services, education and administrative systems**

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California Situation & Discussion

- **UC Davis report recommends the next step is to take action. Options include:**

- Create pilots and/or state-wide strategy
- Create data sharing capabilities (Data warehouse)
- Build data dictionary that incorporates County and State needs
- Explore opportunities to leverage Courts/Global Justice XML Initiatives
- Review and enhance Best Practices knowledge



Discussion



Contact Information

- **Daniel Stein**
daniel@stewardsofchange.com
631-385-9246
- **Vernon Brown**
vernon@stewardsofchange.com
650-270-7426
- **For more information:**
www.stewardsofchange.com